

Request 5-1

Request:

Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new residential customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.

Response:

National Grid's policy for extending aerial service to customers where poles are placed on private property is set forth in the Company's tariff N.H.P.U.C. No. 17 which is provided as an attachment to this response.

Customers make initial requests for new service by calling the contact center. The customer service representative obtains the necessary information from the customer and enters it into our work management system ("STORMS"). The STORMS system creates a work request and assigns the work to an engineer. Once the engineer receives the work request, they field check the location and start the design.

If the distance required to reach the customer is less than three-hundred feet, the customer is not billed for the construction work. If the extension required is in excess of three hundred feet, the customer is required to pay, in advance, the entire estimated cost for extending the line beyond the first three-hundred feet. This includes costs for materials, labor, transportation, related overheads, any required traffic protection, supervision, engineering, and joint-owned billing credits or charges. The typical billing cost is \$500 per pole and \$100 per anchor. For a jointly-owned pole(s), the customer only pays for these charges once. When the pole sets are completed, the joint-owned billing costs are then exchanged between Verizon and National Grid.

Request 5-2

Request:

Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new residential subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.

Response:

Please refer to Request 5-1.

When a residential subdivision will have overhead service, the builder/owner will pay National Grid the entire estimated cost of construction needed to serve the subdivision, which includes costs for materials, labor, transportation, related overheads, any required traffic protection, supervision, engineering, and joint-owned billings credits or charges. As homes are occupied, the developer receives a refund of the cost of construction up to 300 feet per lot.

Request 5-3

Request:

VZ - When you receive a request for pole set(s) from an electric company for new services (single dwellings or multi lot subdivisions) in your maintenance area, does Verizon wait for a telephone service request from the developer/contractor or eventual customer before initiating the engineering and/or construction process? Please describe.

Response:

Prepared by or under the supervision of:

Request 5-4

Request:

Electrics & VZ – Please provide your company practice and policy for extending aerial service in your maintenance area to a new commercial customer where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the customer for billing to the joint pole owner.

Response:

Please refer to Request 5-1.

When a commercial customer will have overhead service, the customer will pay National Grid the entire estimated cost of construction which includes costs for materials, labor, transportation, related overheads, any required traffic protection, supervision, engineering, and joint-owned billing credits or charges. If the annual revenue to be derived by the company from the requested service is sufficient to justify undertaking the construction, the charges will be adjusted.

Request 5-5

Request:

Electrics & VZ - Please provide your company practice and policy for extending aerial service in your maintenance area into a new commercial subdivision where poles are placed on private property. Please include charges to the customer for poles, wire, ancillary equipment and any credit given to the builder/owner for billing to the joint pole owner.

Response:

Please refer to Request 5-1.

When a commercial subdivision will have overhead service, the builder/owner will pay National Grid the entire estimated cost of construction which includes costs for materials, labor, transportation, related overheads, any required traffic protection, supervision, engineering, and joint-owned billing credits or charges. The cost of construction, not to exceed an amount determined by expected annual revenue, is refundable as sites are occupied.

Request 5-6

Request:

VZ- When a customer places an order for service and multiple poles need to be installed that the customer pays for, is there a contract involved between the customer and Verizon? If so, please provide a copy of such a contract.

Response:

Prepared by or under the supervision of:

Request 5-7

Request:

VZ - Would you set joint poles as a result of a request for a private property pole line extension in your maintenance area when the request originates from a builder who is constructing a speculative home? Would you set joint poles as a result of a request for a public or combination public/private property pole line extension in your maintenance area when the request originates from a builder who is constructing a speculative home?

Response:

Prepared by or under the supervision of:

Request 5-8

Request:

Electrics & VZ – In general, what is the process for informing customers of the status of their service order and specifically how are delays in pole placement communicated to the customers?

Response:

If there is a delay with regard to a project, typically the project engineer will call the customer and notify them of the delay.

Request 5-9

Request:

Electrics & VZ - Does your company have practices or policies governing the timely placement of poles for new service? If yes, please provide copies or a narrative explaining the specific practices or policies.

Response:

Yes. Please see National Grid's response to NHPUC 1-32. The practice is for the project engineer and customer to agree to a need date for service during the initial field visit.

Request 5-10

Request:

Electrics & VZ - Generally, when meeting with a customer for new service involving a pole set, what does your company quote the customer in terms of time to install the poles? Is the quote to the customer different if the new pole is set outside your maintenance area by a joint owner?

Response:

National Grid generally does not quote the customer in terms of time to install poles, rather we provide the customer with an estimated start date and completion date for the entire project. The engineer will discuss and come to an agreement with the customer for a need date for service. National Grid does not provide time estimates regarding work to be undertaken by a joint pole owner.

Request 5-11

Request:

Electrics & VZ - How many service orders have been held beyond the customer due date for pole installations from January 1, 2005 to present?

Response:

National Grid does not track this information. However, when it appears that a customer need date will not be met, we will negotiate with the customer regarding an acceptable extension of time for completion of the project.

Request 5-12

Request:

Electrics & VZ - How many of the service orders above could not be completed on time because of customer reasons, i.e. customer trimming, easement completion, etc. How many could not be completed on time because of company reasons, i.e. force, schedule, etc.

Response:

National Grid does not track this information.

Request 5-13

Request:

Electrics & VZ - What is the average clearance time for service orders held beyond the customer due date that were delayed for pole sets (January 1, 2005 to present)?

Response:

National Grid does not track this information.

Request 5-14

Request:

Electrics & VZ - When an installation of service requires the placement of new pole(s) at customer expense, what is the average elapsed time to estimate the cost of the work and cause the issuance of a service contract to the customer (January 1, 2006 to present)? Is this time included or excluded from the total elapsed time to provide service (i.e. date of service request to order completion date).

Response:

Please see National Grid's responses to NHPUC 1-33, and 3-7. The average approximate time it takes to estimate the cost of the work and cause the issuance of a service contract to the customer is 10-15 days. This time is included in the total elapsed time to provide service.

Request 5-15

Request:

Electrics & VZ - Is there an automatic cancellation of pole orders/service requests held for company reasons if not completed in a specified period of time? If so, what is that specified period of time?

Response:

No. The only method by which a service order can be cancelled is through a manual change in the scheduling system.

Request 5-16

Request:

VZ – Are field/turf engineers measured or graded on their ability to manage held orders in their turf areas?

Response:

Prepared by or under the supervision of:

Request 5-17

Request:

Electrics & VZ - From January 1, 2005 to present, please provide the number of service orders held for pole installation that have exceeded 30 days, 60 days and 90 days before completion.

Response:

National Grid does not track this information.

Request 5-18

Request:

Electrics & VZ - Please describe the process for prioritizing service orders. What are the criteria for prioritization? How is the priority assignment reflected in the work schedule?

Response:

Please see the response to NHPUC 1-36. The priority for service orders is determined by the need date established by the customer and the National Grid engineer. Service orders are managed through the scheduling process by the Area Resource Coordinator ("ARC") and scheduled according to need date. Scheduling meetings are held weekly by the ARC with the engineers and department supervisors, and scheduling adjustments are made as necessary.

Request 5-19

Request:

VZ - What is Verizon's policy for allowing an electric company to set a new pole(s) for a new service(s) in Verizon's maintenance area?

Response:

Prepared by or under the supervision of:

Request 5-20

Request:

VZ - What is Verizon's policy for allowing an electric company to replace a "main line" pole in connection with a new service pole in Verizon's maintenance area?

Response:

Prepared by or under the supervision of:

Request 5-21

Request:

Electrics & VZ – What prevents you from setting poles in your co-owner's maintenance area when your IOP permits either co-owner to provide facilities to meet their customer's timing needs?

Response:

National Grid's IOPs with Verizon do not contain provisions that would allow National Grid to provide facilities in Verizon's maintenance area.

Request 5-22

Request:

Electrics & VZ- Has your company experienced delays in pole sets in the co- owner's maintenance area for new dwellings/buildings and/or multi-lot residential or commercial subdivisions? If so, please explain.

Response:

Yes, National Grid has experienced delays in pole sets in Verizon's pole custody areas in the past. Please see the response to Request 3-9. Recently, there have been fewer delays than in years prior to 2006.

Request 5-23

Request:

Electrics & VZ - If there is a delay in providing service to your customer as a result of a joint owner's inability to set a pole in its maintenance area in a reasonable time frame, what is your company's policy for resolving the delay?

Response:

Please see National Grid's response to NHPUC 1-20, at paragraph 3.

Request 5-24

Request:

Electrics & VZ - Do you experience customer complaints as a result of delays in pole setting for new service? Do the complaints and number of complaints differ depending on whose maintenance area is involved? If yes, please describe the nature of the complaints.

Response:

National Grid does not officially track complaints as a result of delays in pole setting activities for new service. Typically, National Grid does not receive many complaints regarding delays in pole-setting activities for new service, regardless of whose maintenance area is involved.

Request 5-25

Request:

Electrics - Does your company encounter scheduling difficulties in meeting customer need dates as a result of delays or untimely pole sets in Verizon maintenance area? If yes, please describe the difficulties.

Response:

In Verizon's maintenance area, National Grid does not establish a date for completion of the project with the customer until Verizon has set the poles.

Request 5-26

Request:

Contractors - Is there a difference in response time when requesting service and/or pole sets when working in an electric company's maintenance area versus Verizon's maintenance area? If yes, please describe the difference.

Response:

Prepared by or under the supervision of: